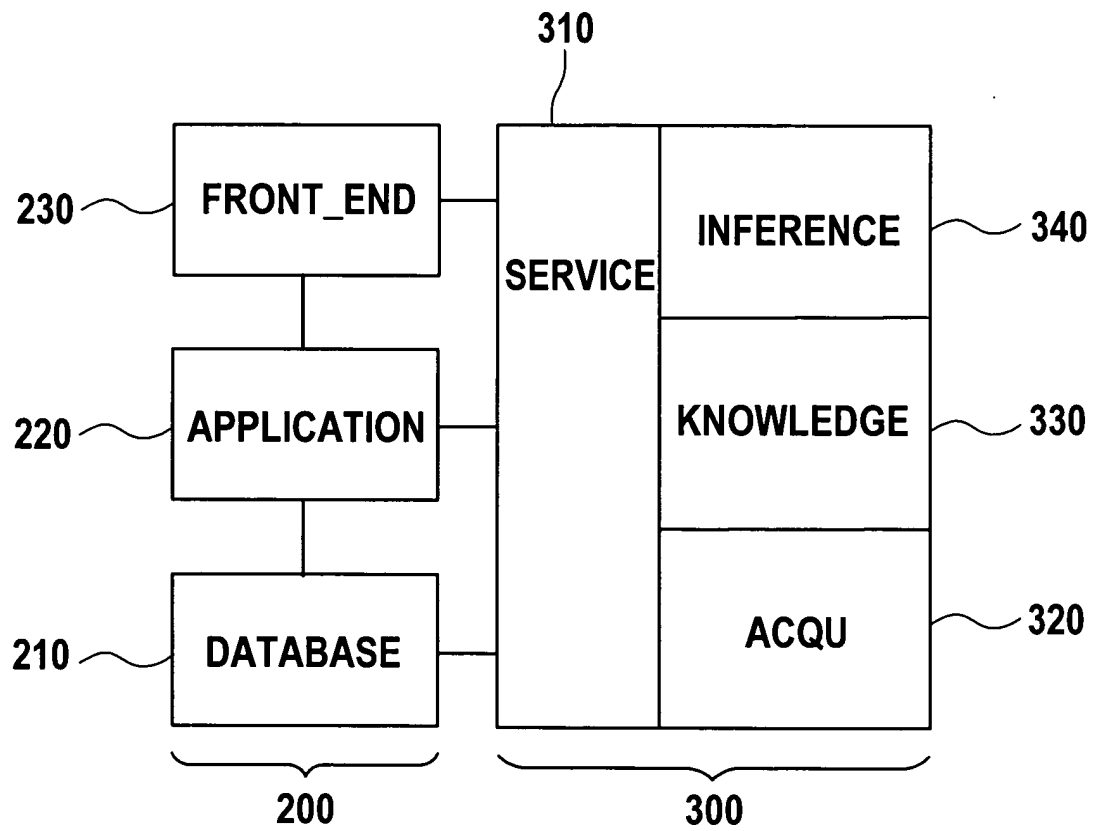
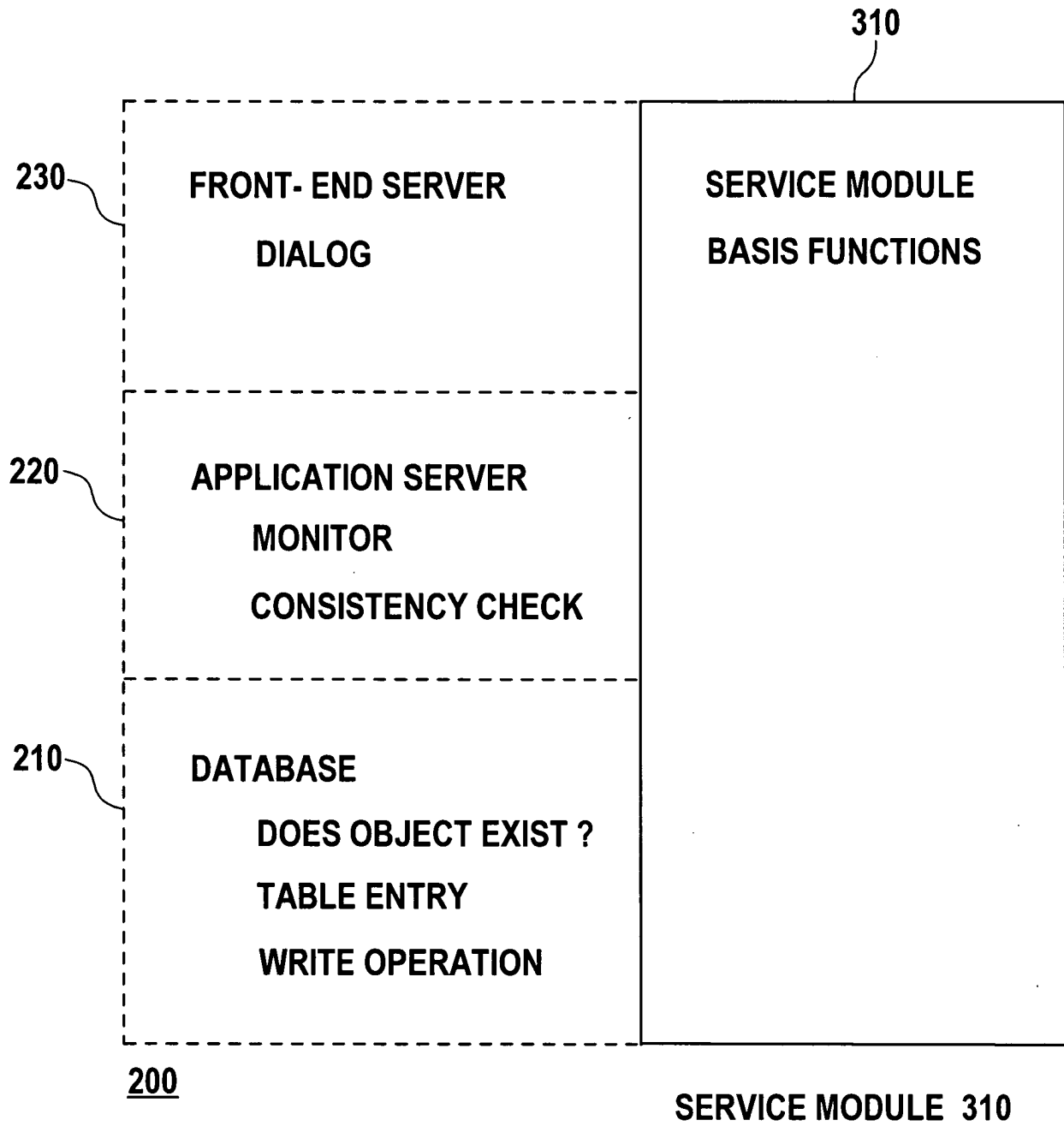


FIG. 1



COMPUTER SYSTEM 200/300

FIG. 2



**FIG. 3**

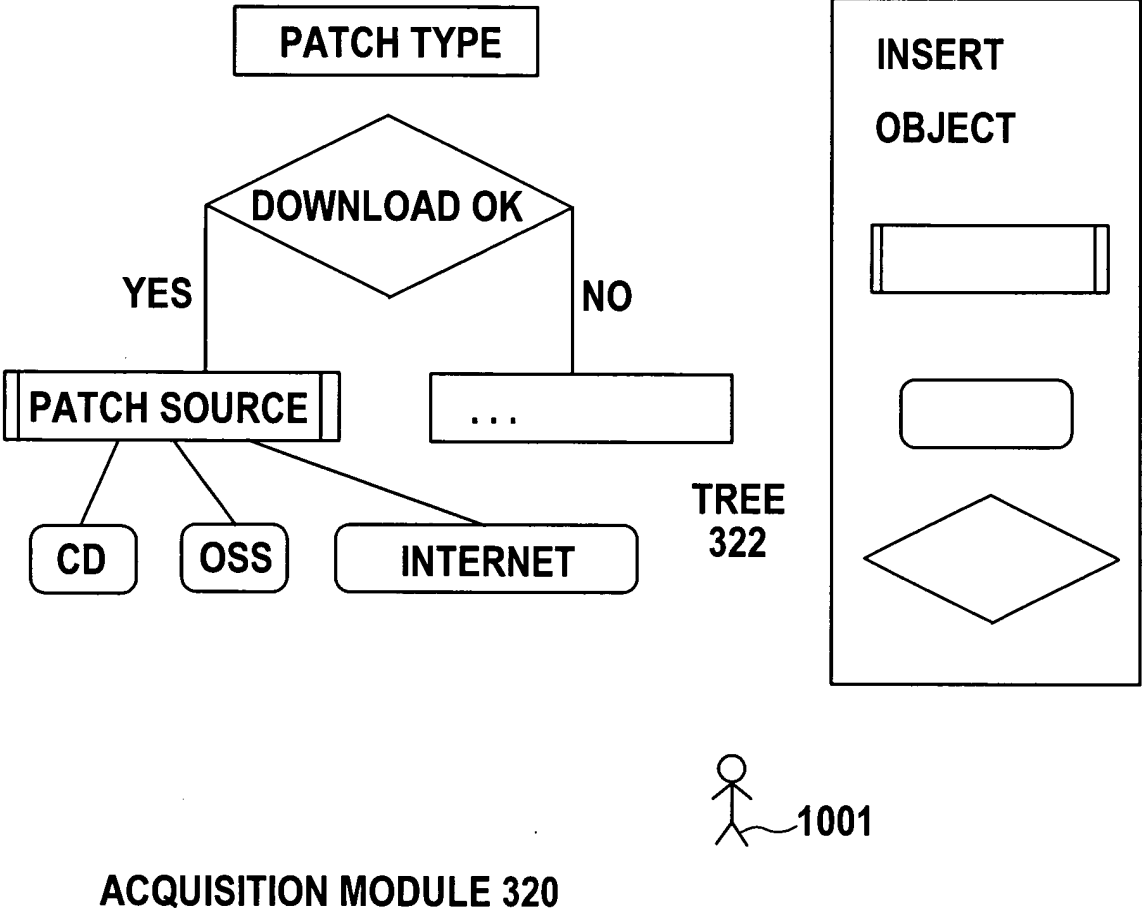
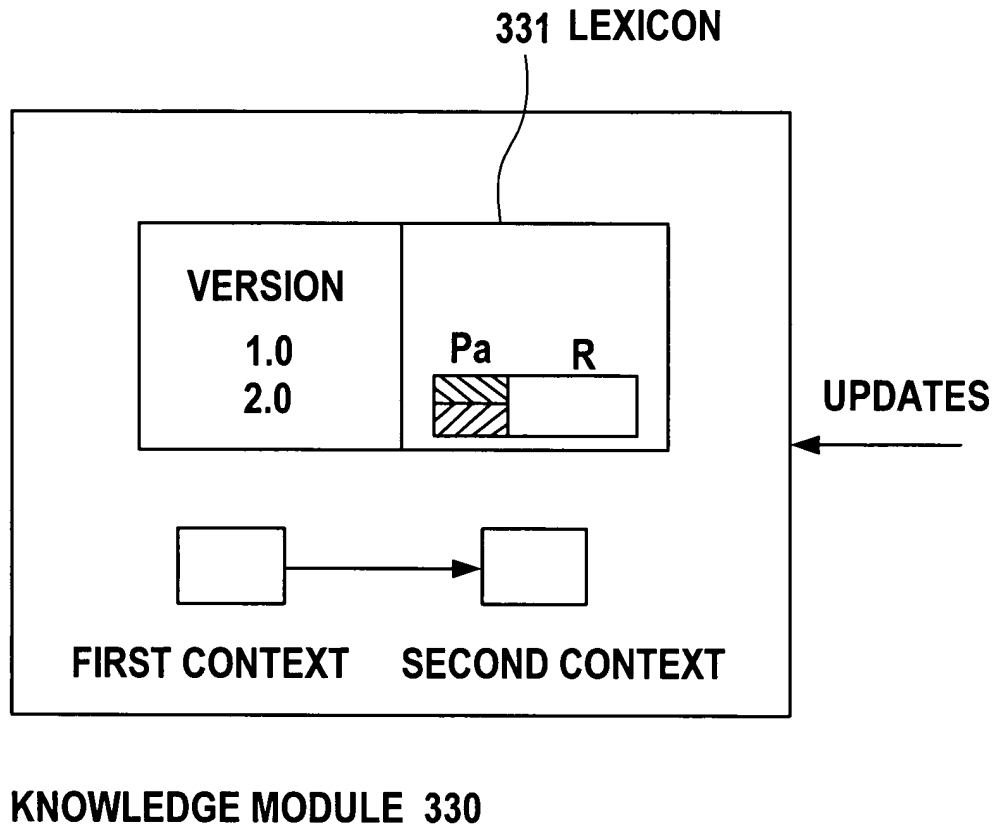


FIG. 4



**FIG. 5**

**SOLUTION IDENTIFIER**

**SET OF ADVICES**

**R TO APPLY**

**R1, R2, R3**

**R1, R21, R21, R31, R32**

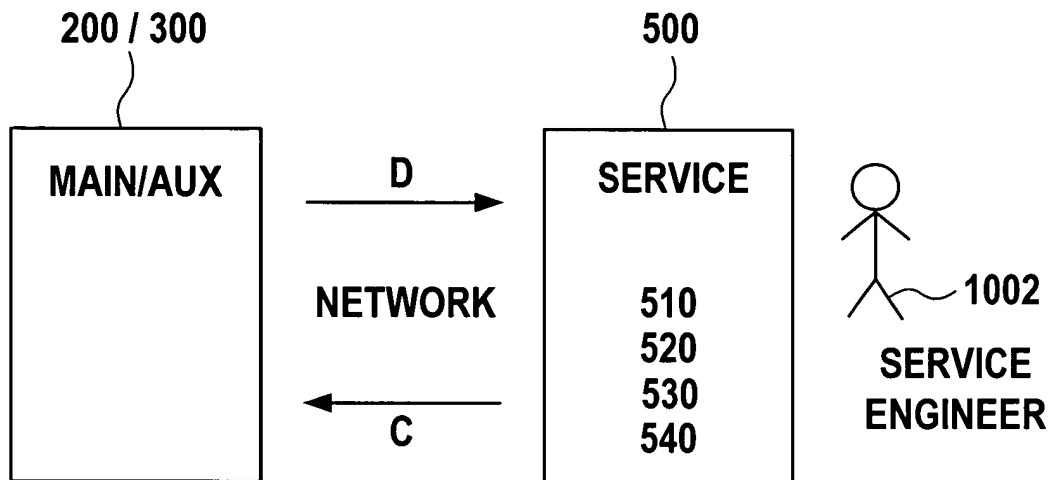
**IF THEN**

**Q1, Q2, Q3 RESERVOIR**

**LANGUAGE ANALYZER**

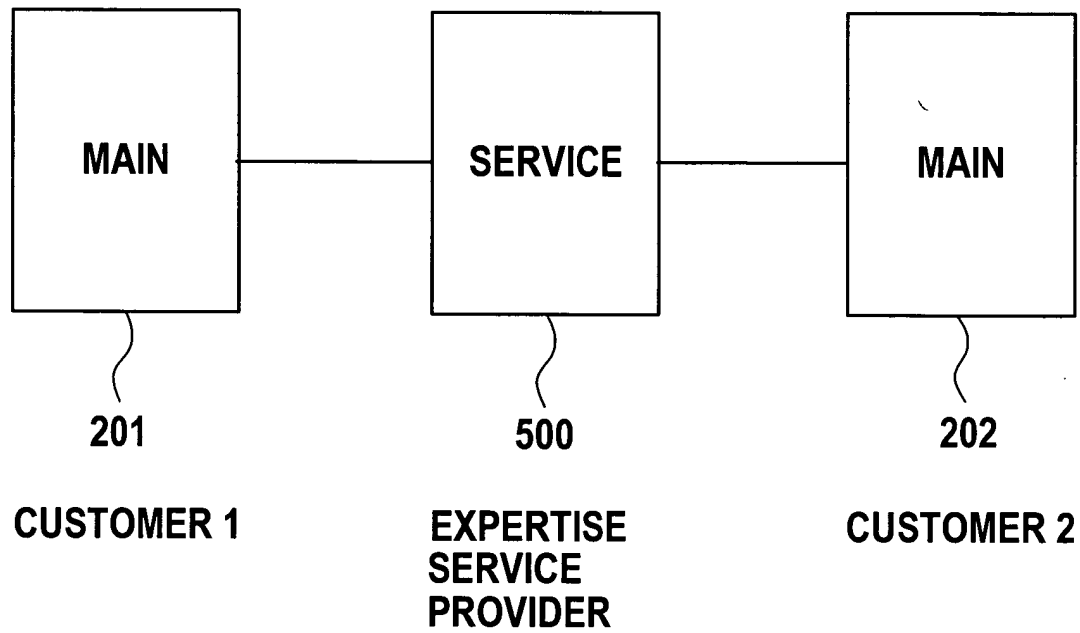
**INFERENCE MODULE 340**

**FIG. 6**



**FIRST DISTRIBUTED SYSTEM LANDSCAPE**

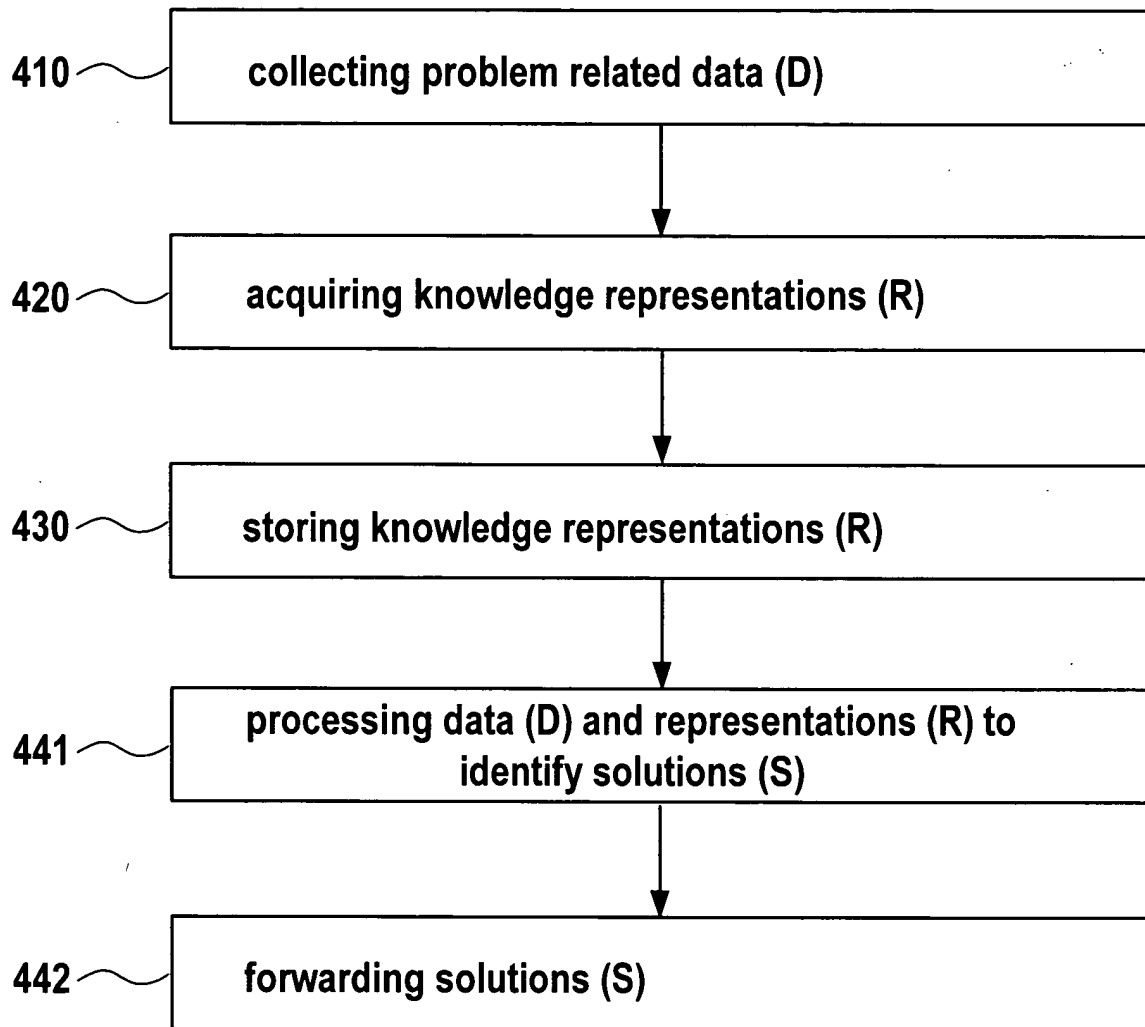
**FIG. 7**



**SECOND DISTRIBUTED SYSTEM LANDSCAPE**

**FIG. 8**





400

**FIG. 9**

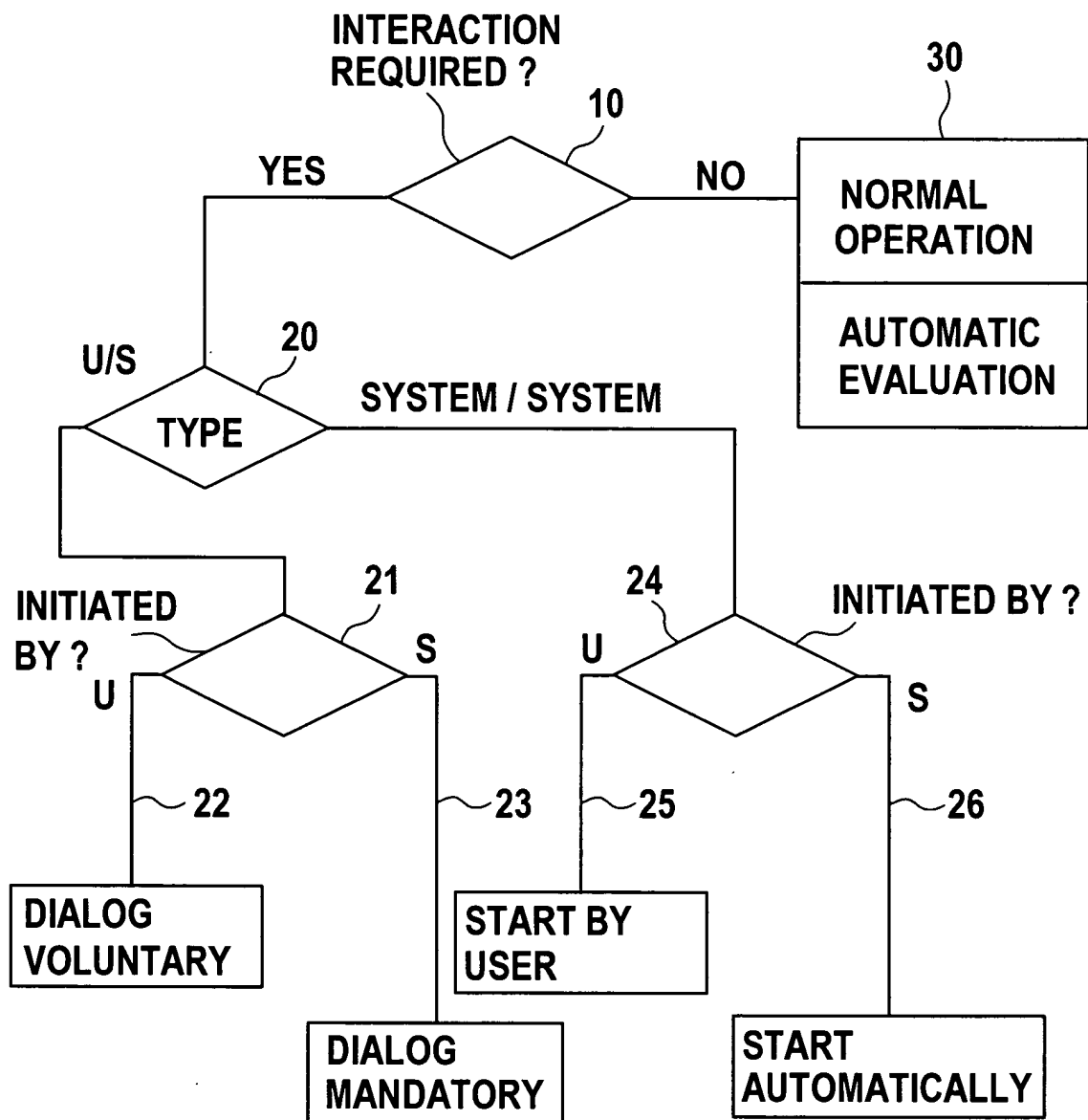
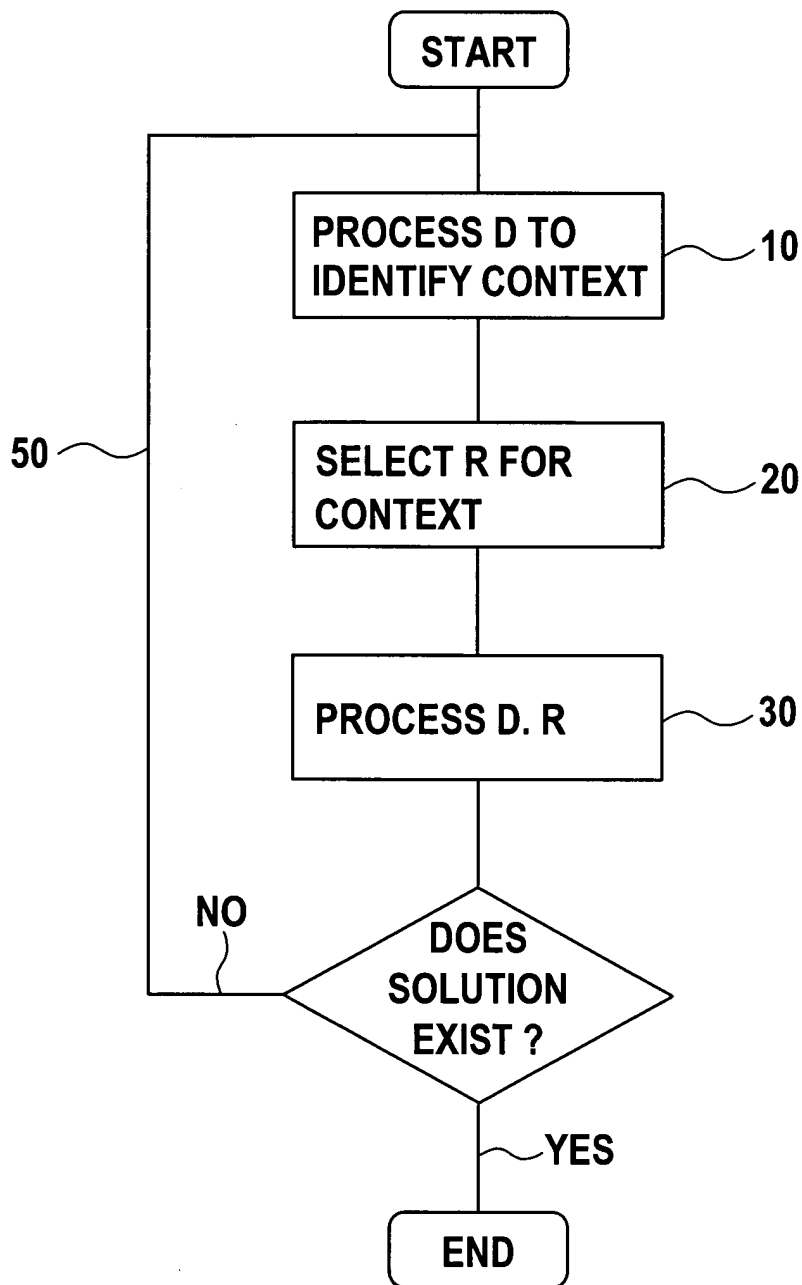


FIG. 10

**FIG. 11**

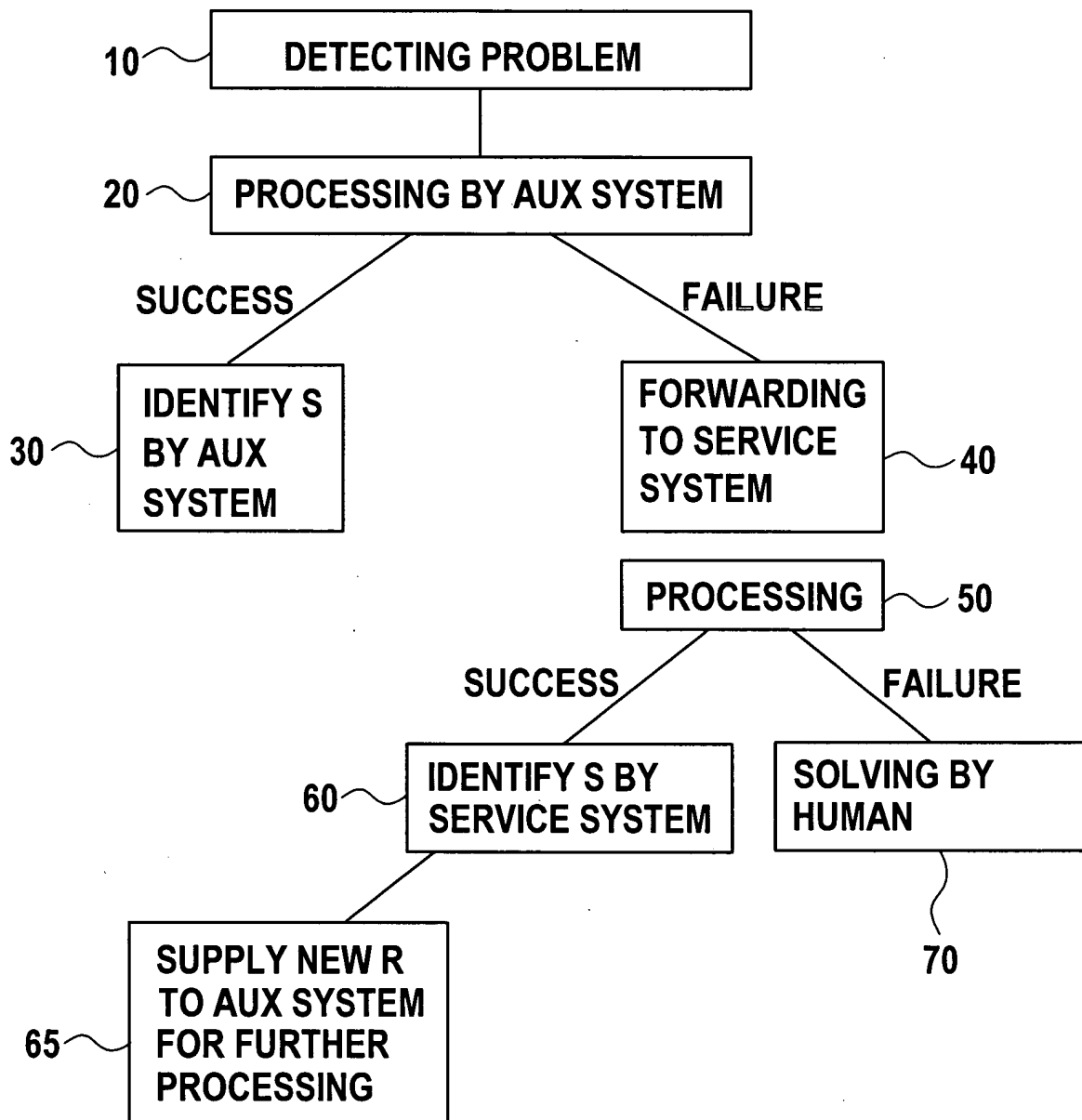


FIG. 12

MAIN SYSTEM 200 REPORTS P	USER 1000 INITIATES DIAGNOSIS MAIN SYSTEM 200 REPORTS P
AUX SYSTEM 300 COLLECTS D	AUX SYSTEM 300 PROCESSES D BUT DOES NOT IDENTIFY S
AUX SYSTEM DETECTS PROBLEM ENVIRONMENT AND ENHANCES D	USER / EXPERT DETECT PROBLEM ENVIRONMENT
PROCESSING D, R PROBLEM ANALYSIS	
SOLUTION S	ENHANCED D
	FORWARDING TO SERVICE SYSTEM 500

FIG. 13

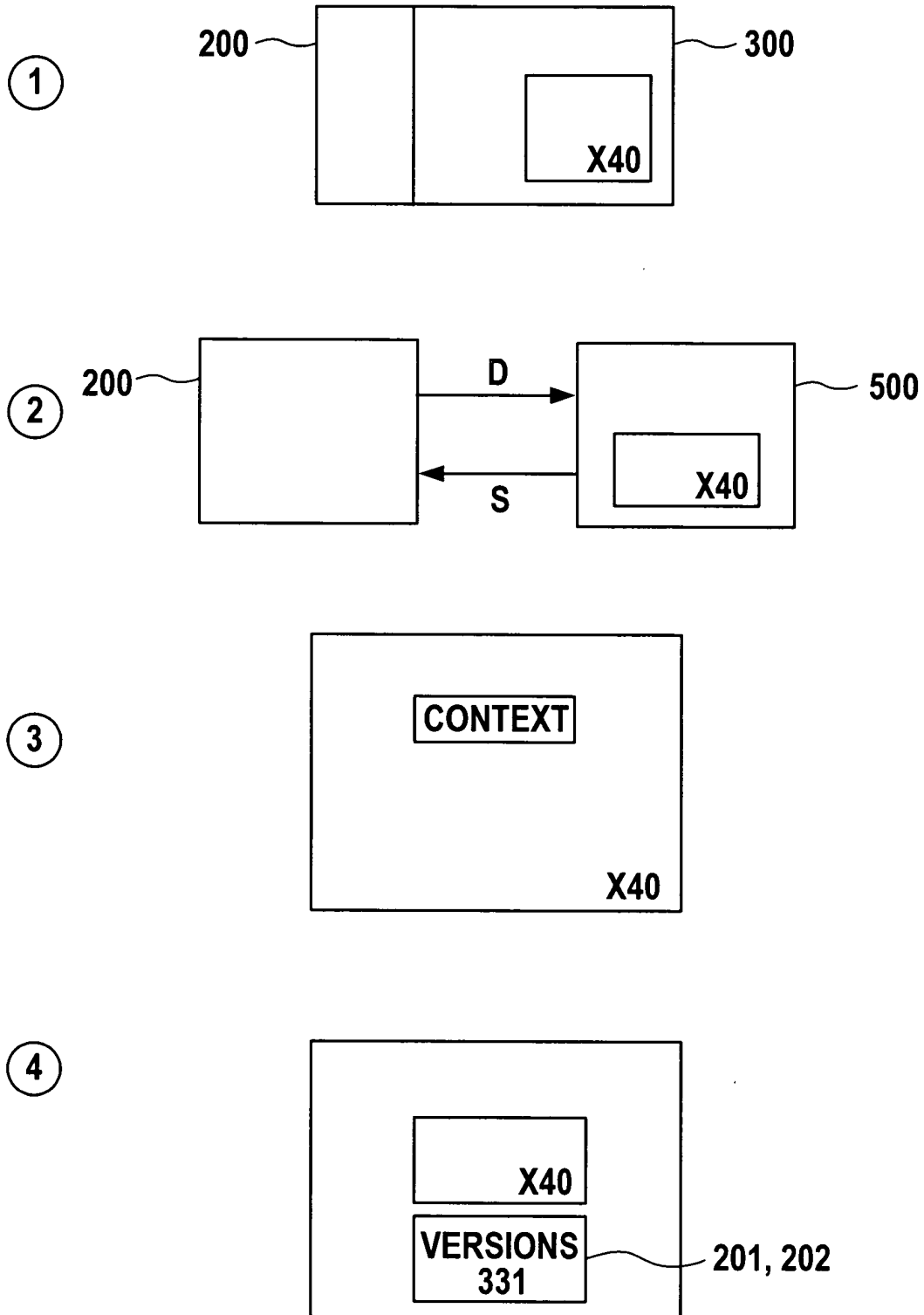


FIG. 14

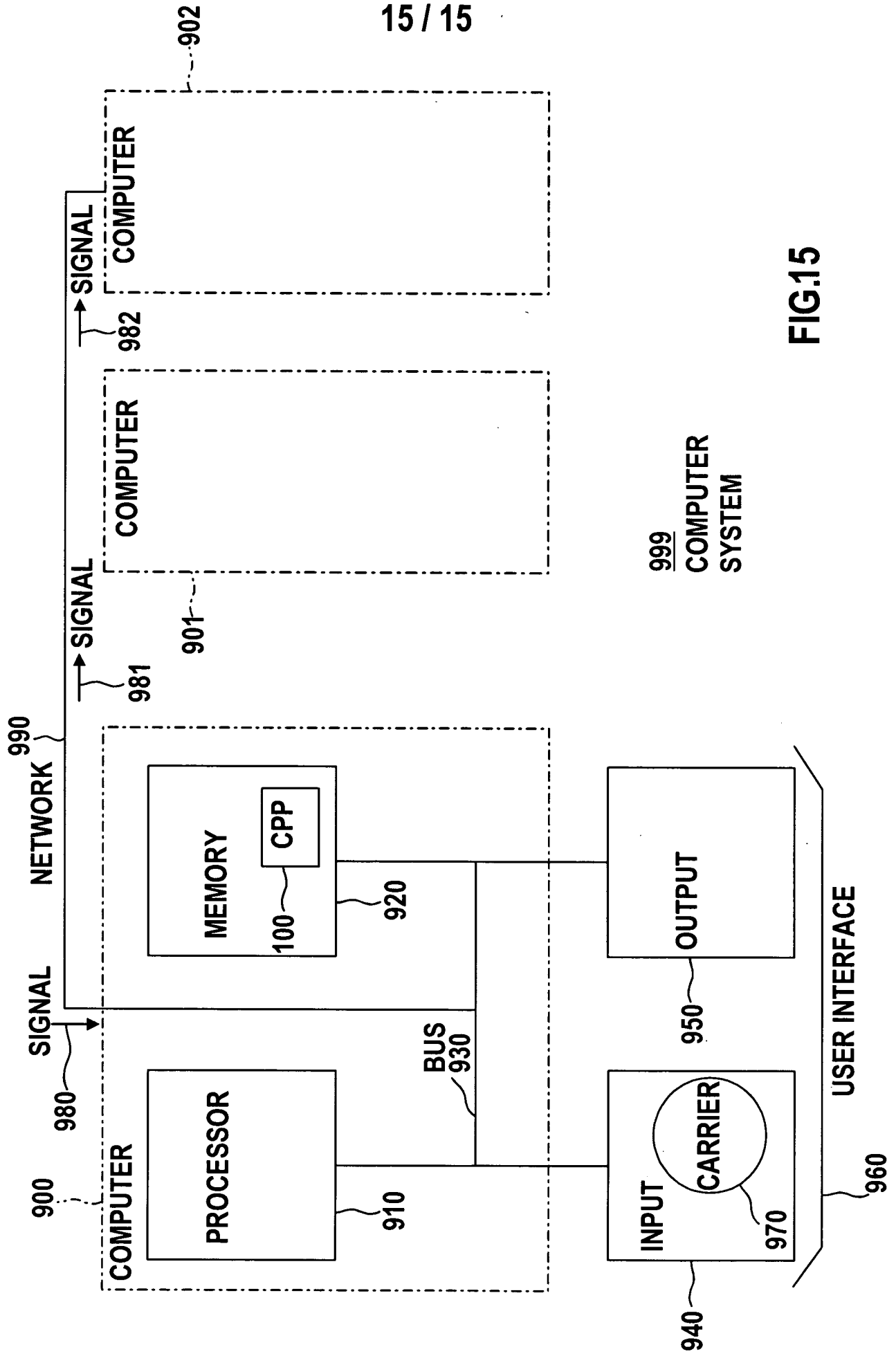


FIG.15